

Audit of the City of Ottawa's Response to the Convoy Protest - Highlights



Office of the
Auditor General
City of Ottawa



Why we did this audit

The convoy protest in January and February of 2022 converged in Ottawa. The City of Ottawa (City) had a responsibility to support the Ottawa Police Service (OPS) in their response to the event and manage the significant implications on the municipality and its residents. The audit assessed whether the City's response was timely and effective in supporting police operations, supporting residents, and ensuring the continuity of City services, to the extent possible. The audit examined the City's actions leading up to, during and post the convoy protest.



What we found

The City readily supported the OPS throughout the demonstration until the final enforcement action. Out of necessity, some City services were cancelled or delayed. However, many City departments adapted to the circumstances and adjusted, as needed, to continue to offer City services. Support for residents was made available through community partners. These services were however not adequately promoted.

We identified challenges that the City faced and areas for improvement that can help the City improve their response to emergencies of a similar nature in the future and provide more support for residents impacted.



We made 20 recommendations to ensure that during an emergency there is:

- Timely engagement with all relevant City departments and adequate intelligence sharing from policing partners to enable effective planning;
- Open and timely communication with City Council both in the planning and response to an emergency;
- Emergency services made available and adequately advertised to all residents impacted;
- Formalized roles and responsibilities of key stakeholders;
- Improved communications with residents;
- Collective discussion and decision-making by all key stakeholders;
- Appropriate documentation to keep track of directions and requests made to the City; and
- Legal options presented to management for discussion and timely decision-making.

For more details on this report please visit our [website](#).

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